Unitron
uDirect™ 2
guide

unitron™ Hearing matters

Thank you

Thank you for choosing the Unitron uDirect™ 2.

At Unitron, we care deeply about people with hearing loss. We work closely with hearing healthcare professionals to make advanced, purpose-driven solutions available to everyone. Because hearing matters.

Your uDirect 2

Hearing healthcare professional: ________________

____

Telephone: ______________________________

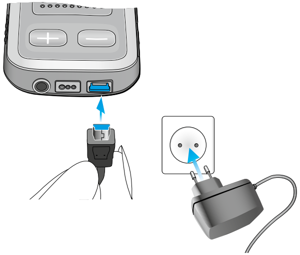
Serial number of uDirect 2: ____________________

Warranty: _______________________________

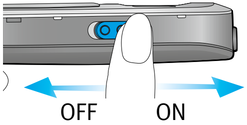
Date of purchase: _________________________

Quick reference

Charging uDirect 2



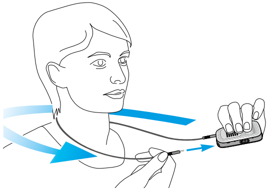
On/Off

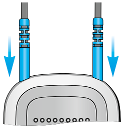


Power indicator

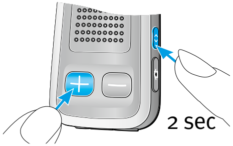
Solid red - charging
Solid green - fully charged
Red blink - low battery
No light - battery drained

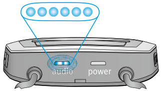
Wearing uDirect 2





Bluetooth pairing





Blue blink

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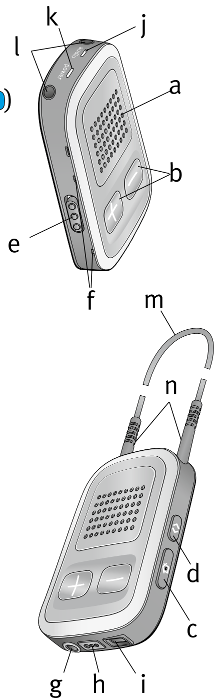
Your uDirect 2 at a glance



Buttons

- a Access (A)
- b Volume or SmartFocus* (+/−)
- c Home (⌂)
- d Connect (‹›)
- e ON/OFF switch (I/O)

Inputs

- f Microphone openings
- g Audio input (3.5 mm jack)
- h FM input (Europlug)
- i Charging input (mini-USB)

Indicators

- j Audio indicator
- k Power indicator (power)

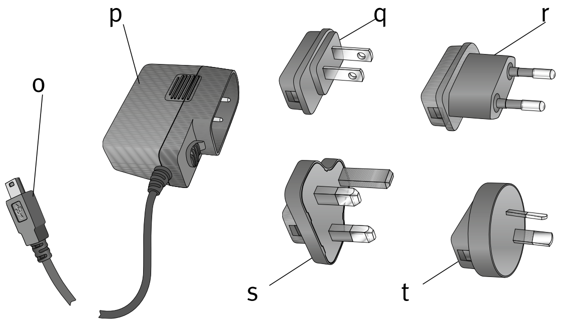
Neckloop

- l Neckloop sockets
- m Neckloop (with antenna)
- n Neckloop plugs

*Can be configured by your hearing healthcare professional.

Accessories

o, p	Universal power supply with mini-USB plug
q, r, s, t	US, EU, UK, AUS adapter



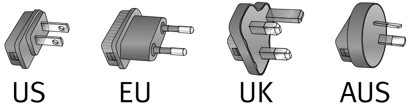
Other optional accessories

External lapel microphone “MC1”
Short neckloop (51 cm)
Unitron uTV 2 (Bluetooth transmitter for TV use)
Audio cable, 1.5 m / 5 ft.
USB cable, 3 m / 10 ft.

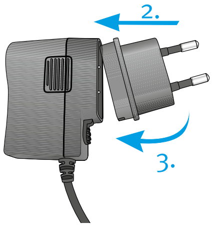
Included country adaptors may vary by country.

Setting up the power supply

1. Select the adapter that corresponds to your country.

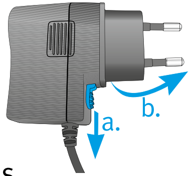


2. Insert the round corner of the adapter to the round corner of the universal power supply until it is completely inserted.



3. Click the tail of the adapter in to lock it into place. Make sure the adapter is securely locked.

To remove the power adapter:



a. Pull back the tab on the universal power supply and hold.

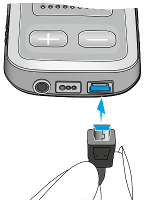
b. Gently pull the adapter upwards to remove it from receptacle.

c. Then start over with step 1 (above).

Charging the uDirect 2

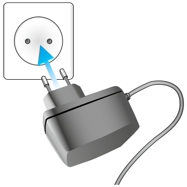
Your uDirect 2 has a non-removable rechargeable battery.

To charge it:



1. Plug the mini-USB plug into the mini-USB port on the uDirect 2.
2. Plug the power supply into a power outlet.

Power indicator



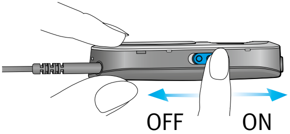
Solid red:	Charging, typically 90 minutes.
Solid green:	Battery fully charged.

It is safe to leave the uDirect 2 connected to the charger overnight.

When charging your uDirect 2 for the first time, let it charge for at least three hours, even if the battery indicator is not lit or turns green earlier.

A new battery’s full performance is achieved only after two to three complete charge and discharge cycles.

Turning the uDirect 2 ON and OFF



Slide the power switch (I/O) as shown to turn the uDirect 2 ON or OFF.

Switch the uDirect 2 OFF when not in use or if in storage or during transportation.

For operational use switch the uDirect 2 ON.

Battery status information

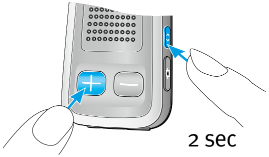
The power indicator shows the following:

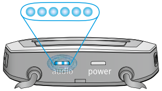
▬	Green for 2 seconds	Switching ON
●●▬	Blink red then solid for 2 seconds	Switching OFF
▬ ▬ ▬	Slow blink green	Normal operation
● ● ●	Short blink red	<20% battery left, please charge
▬	No blinking just after switching ON	Charge for at least 2 hours

If the neckloop has been unplugged for more than 2 minutes, the power indicator is only lit as long as a button is pressed.

uDirect 2 Bluetooth pairing

1. Switch ON (I/O) the uDirect 2.
2. Press and hold the connect (‹›) and volume (+) buttons simultaneously for 2 seconds until the audio indicator starts to rapidly blink blue.





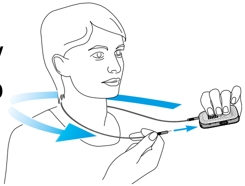
3. Start the pairing process on the Bluetooth® device (e.g., phone) within 1 minute according to the devices user guide and use code “0000” when prompted.
4. After successful pairing, the audio indicator will stop rapidly blinking blue.

ℹ The pairing process does not require the neckloop to be plugged in. For streaming and Bluetooth connection, the neckloop is mandatory.

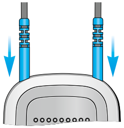
ℹ When pairing to a cellular phone, we recommend disabling the phone key tones and SMS alerts.

Wearing the uDirect 2 correctly

Before any phone, music or TV streaming can take place, the uDirect 2 must be switched ON and worn correctly as shown below:



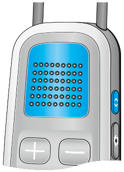
1. Put the neckloop around your neck (easily done by unplugging one neckloop plug).
2. Make sure both plugs are well connected in the neckloop sockets.
3. Switch the uDirect 2 ON.



ℹ For streaming, the neckloop must always be plugged in. When unplugged, the uDirect 2 will go into sleep mode after two minutes. The power and audio indicators will stop blinking and all active Bluetooth connections are terminated to save power. Plug the neckloop in again to activate the streaming.

Testing sound via the uDirect 2

1. Wear the uDirect 2 correctly and switch it ON.
2. Press and hold the connect (‹›) and access (A) buttons simultaneously for 2 seconds until the audio indicator turns violet.



The hearing aids will switch to the streaming mode and you will hear the uDirect 2 sound demo for 30 seconds after the last volume adjustment.

Use the volume (+/−) buttons to adjust the volume.

The sound demo will stop 30 seconds after the last volume adjustment or by pressing any other key.

If you cannot hear the sound demo:

Make sure your hearing aids are inserted correctly.

Make sure the uDirect 2 neckloop is properly plugged in on both ends and worn around your neck.

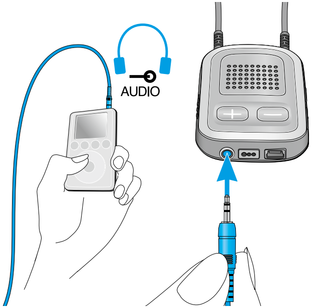
Make sure the uDirect 2 is charged and switched ON.

Make sure you are not on a phone call connected through the uDirect 2.

Streaming music via a cable

The uDirect 2 must be switched ON and worn correctly around your neck.

1. Insert the audio cable into the headphones socket on your audio player and start the player.
2. Insert the other end of the audio cable into the audio input on your uDirect 2. The audio streaming is automatically activated and the audio indicator will change to orange.



Briefly press the access (A) button to stop and restart streaming.

The programs of your hearing aids cannot be changed via the uDirect 2 access (A) button when the audio cable is plugged in.

uDirect 2 will confirm streaming via cable when activated with either spoken notifications or beeps, according to the uDirect 2 configuration.

Streaming music via Bluetooth

If you have an audio source equipped with Bluetooth functionality (e.g., MP3 player), you can stream audio wirelessly to your hearing aids.

In order to use your uDirect 2 with a Bluetooth enabled audio device or transmitter, you must first pair the devices.

To start Bluetooth streaming:

1. uDirect 2 must be switched ON and worn correctly.
2. Switch ON the other Bluetooth device.
3. For some Bluetooth devices it may be necessary to press "play" on the device.
4. If the devices were paired and connected correctly, streaming will start automatically and the audio indicator will turn solid blue.

Use the access (A) button to stop and restart Bluetooth streaming.

To stop Bluetooth streaming completely, switch the other Bluetooth device OFF or disable its Bluetooth feature.

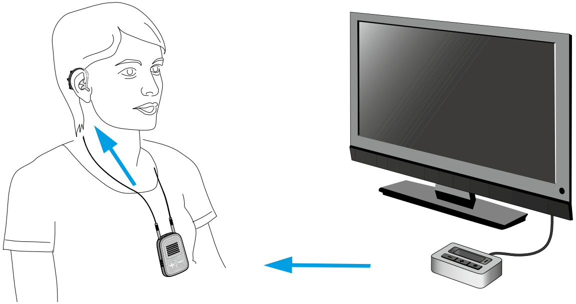
The uDirect 2 will confirm that Bluetooth streaming is activated with spoken notifications or beeps, depending on the uDirect 2 configuration.

The hearing aid programs cannot be changed via the uDirect 2 access (A) button when the Bluetooth device is streaming.

Watching TV

We recommend using the dedicated and optimized uTV 2 for watching TV.

It ensures low latency wireless transmission for up to 30 meters (90 ft.), offers a built-in volume control and acts as a charging cradle for the uDirect 2.



Adjusting the volume

Press the uDirect 2 volume (⊕/⊖) buttons to adjust:

Press (⊕) to increase the volume

Press (⊖) to decrease the volume

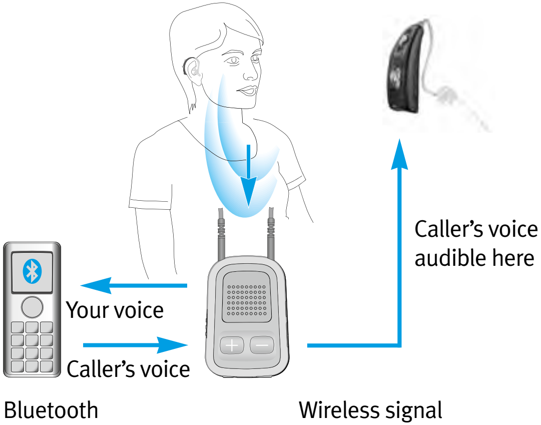
Adjusting the volume on the uDirect 2 will have the same effect as adjusting the volume of the hearing aids.
You can also change the volume of the streaming audio signal only by using the volume controls of the audio device (e.g., cellular phone, MP3 player, uTV 2). This gives you the ability to decrease the hearing aid volume using the minus (⊖) button during a phone call in a noisy environment, and increase the phone volume at the same time by using the volume up button on the phone.

If your uDirect 2 was not paired with your hearing aids by your hearing healthcare professional, the (⊕/⊖) volume buttons will only change the streaming audio but not the hearing aid volumes.

If your uDirect 2 was configured to adjust SmartFocus™ (comfort/clarity) instead of volume, press (⊕) for more clarity and (⊖) for more comfort.

Using uDirect 2 for phone calls

Before you can use your uDirect 2 with your phone, you need to make sure the phone is Bluetooth enabled and complete the pairing and connection procedures.



The access (A) button offers multi-operation functionality:

It accepts and ends a phone call.

It pauses and resumes the streaming from an audio device.

It operates as a remote control (uDirect 2 must be configured as a remote control by your hearing healthcare professional).

Some phones are configured to play key-press tones, SMS announcements and confirmation beeps to the uDirect 2.

If this is set:

You will hear these tones interrupting any active audio streaming through your hearing aids.

Your hearing aids may briefly switch to streaming mode which may be unwanted.

Please refer to your phone user guide for information about disabling these sounds.

ℹ Phone calls via Bluetooth will always take priority over other audio sources on your uDirect 2.

ℹ It is not possible to change hearing aid programs using uDirect 2 during a phone call.

You will hear the caller's voice through both hearing aids.

Use of uDirect 2 during phone calls

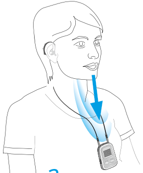
The Bluetooth range (maximum distance between uDirect 2 and the phone) is 5–10 meters (15–30 ft).

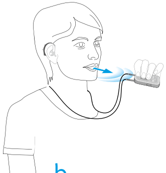
Outside this range, the connection will be lost or you will encounter intermittency during a call.

When engaged in a phone call, wear the uDirect 2 normally as shown below (figure a).

In very noisy environments, you may move the uDirect 2 closer to your mouth (figure b).

Avoid covering the small microphone openings on the side with your fingers or clothes (figure c) and do not speak from the front (figure d).


a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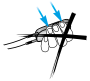
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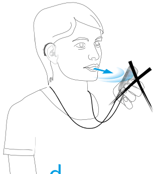

d

Incoming calls

The uDirect 2 must be switched ON, paired to the phone and worn correctly.

When a call is received on your phone, the uDirect 2 audio indicator will show a solid blue light, and you will hear the ringtone signal through your hearing aids.

Different ringtones of the uDirect 2

The phone ringtone depends on the uDirect 2 configuration and your phone capabilities.

The ringtone is assigned automatically during the initial phone pairing process and cannot be configured.

When pairing more than one phone, the second and third paired phone will have a different ringtone. A total of 3 different ringtones are automatically assigned.

The uDirect 2 will also announce the caller name as shown on the phone display (caller identification using text-to-speech technology).

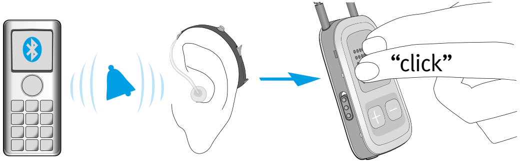
The name is taken from your phone's directory.

Please note that this feature must be supported by your phone. Please consult the phone user guide or the phone supplier for more information.

The default language setting of a new uDirect 2 is US English. Your hearing healthcare professional may configure the appropriate language setting for proper pronunciation of the names. Your hearing healthcare professional may switch the caller identification off upon your request.

Accepting incoming calls

To accept an incoming call, briefly press the access (A) button on your uDirect 2 once you hear the ringtone through your hearing aids. It will take about 5 seconds before you hear the ringtone through your hearing aids.

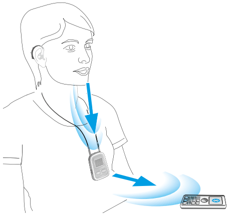


Speak into the uDirect 2, not into the phone, when the call is in progress.

For your safety, the hearing aid microphones will remain on at reduced levels during phone calls and audio streaming.

Only one phone call at a time is possible. A second ringing phone is ignored while another call is already connected.

Making phone calls



Make sure the uDirect 2 and your phone are connected through Bluetooth as described on page 51.

Use the phone keypad to enter the number and press the phone dialing button.

When connected, you will hear the dialing tone through your hearing aids after approximately 3 seconds.

Using cordless phones (DECT) or older phones with headset profile only

If your phone only supports the headset profile (HSP), the connection must be initiated manually for outgoing calls. This often applies to cordless home phones (DECT standard).

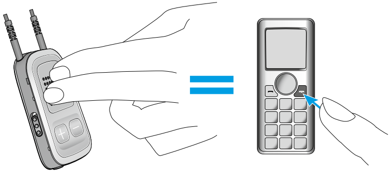
For these phones, the audio indicator might not blink blue even if the phone is paired.

1. Dial the number you want to dial on your phone, or select it from the phone book.
2. Briefly press the connect (‹›) button, then wait 5 seconds.
3. The dialing process will automatically start and the audio indicator will turn solid blue. You may hear a confirmation beep through your hearing aids.

Ending a call

To end a phone call via your uDirect 2, briefly press the access (A) button. The call will terminate and your hearing aids will return to the previously-active program or audio source (such as the audio jack input).

You can also end a call by operating your phone instead of your uDirect 2.



Advanced phone options

Rejecting a call

If you prefer not to answer an incoming call, press and hold the access (A) button on your uDirect 2 for two seconds until the ringtone stops. Using your phone to reject the call will have the same effect.

Pressing the home (⌂) button will reject the call and the hearing aids will switch to the startup program.

Your hearing healthcare professional may configure the following additional features on uDirect 2. They will be assigned to a long press (2 seconds) of the access (A) or the connect (‹›) button:

ℹ Your phone must support these features. Please consult the phone user manual for details.

1. **Redial last number**

   A long press of the access (A) button will redial the last dialed number.

2. **Voice dial**

   A long press of the connect (‹›) button will start the voice dial which allows you to speak the person’s name instead of typing the number.

ℹ When using two phones at the same time (multi point) only the last paired phone can be used for voice dial.

3. **Hold call**

   While in a phone conversation, a long press of the connect (‹›) button will put the call on hold. The caller stays on the line but there is no audio transfer and the hearing aids switch to the previous hearing program. Use this mode to have a side conversation with a person next to you without transmitting the conversation to the person on the phone.

4. **Transfer call**

   While in a phone conversation, a long press of the access (A) button will transfer the call to the phone. This allows you to hand your phone to another person. Your hearing aids will switch back to the previous hearing program.

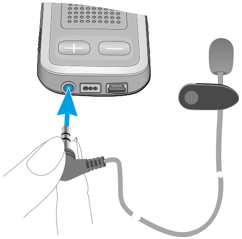
After holding or transferring a call, another long press of the access (A) button transfers the call back to the uDirect 2 and the call is resumed through your hearing aids.

ℹ As long as the call is on hold or transferred, you may use the access (A) button to change your hearing aid programs again.

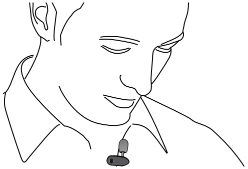
Using the external microphone

Use the optional external lapel microphone “MC1” if you wear the uDirect 2 underneath clothing during a phone call.

1. Plug the 3.5mm microphone plug into the audio input of the uDirect 2, disabling the internal uDirect 2 microphones.



2. Use the clip to place the omnidirectional microphone as close to your mouth as possible.



3. Put the neckloop around your neck and switch the uDirect 2 ON.

Jackets, etc., will not negatively influence the wireless link to your hearing aids.

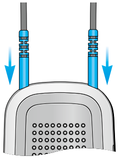
Using uDirect 2 as a remote control

The remote control functions are not supported by some hearing aid models. The streaming functionality is available for all Unitron wireless hearing aids. Please ask your hearing healthcare professional for more information.

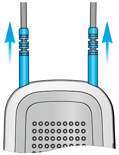
Before the remote control functionality can be used, your hearing healthcare professional must enable the remote control.

There are two ways to use the uDirect 2 as a remote control:

The neckloop is plugged in with both ends, and the uDirect 2 must be worn around your neck. The remote control function is available as long as you are not streaming audio.



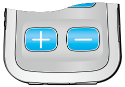
The neckloop is completely unplugged and uDirect 2 is operated at arm’s length. No streaming is possible in this configuration.



Make sure the uDirect 2 is switched ON.

Volume change/SmartFocus (optional)

Press the (+/−) volume button on the uDirect 2 to adjust the volume of your hearing aids:



Press (+) to increase loudness

Press (−) to decrease loudness

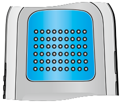
SmartFocus helps you optimize clarity and comfort for different listening situations (optional on selected hearing aids). Press the (+/−) volume button on the uDirect 2 to adjust:

Press (+) to increase clarity

Press (−) to increase comfort

ℹ If your uDirect 2 (+/−) buttons have been configured to adjust SmartFocus, they will no longer adjust the volume of your hearing aids.

Program change



Use the access (A) button to change hearing aid listening programs.

Changing hearing aid programs is only possible if no streaming is in progress.

Push the home (⌂) button to return to the startup hearing aid program and volume levels of your hearing aids.

More remote control information:

Your hearing aids may beep to confirm that your selection was applied.

Both hearing aids are controlled at the same time.

Please ask your hearing healthcare professional to print your personal uDirect 2 report.

The available hearing aid programs and volume levels are set by your hearing healthcare professional.

The power indicator is lit as long as you press a uDirect 2 button. Green confirms a good uDirect 2 battery state, red indicates that you need to charge the uDirect 2 battery.

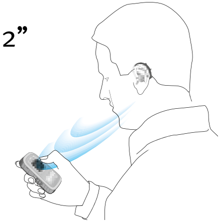
2 minutes after unplugging the neckloop both indicator lights will switch off and the uDirect 2 disconnects Bluetooth to save power.

Operating distance

If uDirect 2 is used as a handheld remote control (without neckloop):

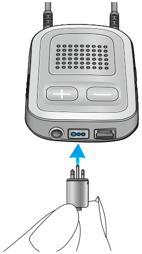
Maximum distance 80 cm/32”

Hold uDirect 2 as shown

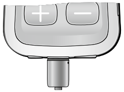


Using uDirect 2 with FM

uDirect 2 can be used together with FM equipment.



1. Place the FM transmitter near the sound source and turn it ON.
2. Turn the FM receiver ON if required.
3. uDirect 2 must be switched ON and worn correctly.
4. Attach your FM receiver to the uDirect 2 via the FM input as shown in the picture.



When FM is detected, you will hear the FM notification tone for streaming through your hearing aids. The FM notification tone is similar to a phone ringtone.

Options for handling the FM signal during the FM notification tone:

Accept: Briefly press the access (A) button.

Put on hold: Press the access (A) button for 2 seconds.

Ignore the FM notification tone: After 20 seconds the FM will be put on hold automatically.

Briefly press the access (A) button to pause the FM signal during streaming.

The FM input that is paused is automatically kept in the background and can be restarted as long as an FM signal is present by briefly pressing the access (A) button.

As long as an FM signal is streaming the hearing aid programs cannot be changed via the access (A) button.

The uDirect 2 will play a confirmation sound each time the streaming via FM is activated and the audio indicator will turn orange.

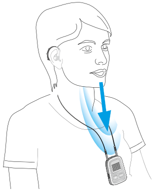
The uDirect 2 will send a short alert signal during FM streaming if there is no FM signal for 45 seconds, and then every 15 minutes thereafter.

If there is no FM signal for more than 15 minutes, the notification tone restarts as soon as the FM signal is detected again.

To deactivate FM completely, unplug the FM receiver from the uDirect 2.

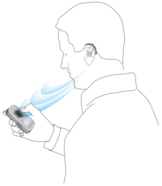
Wearing the uDirect 2 in different ways

Standard



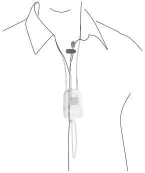
To benefit from the streamer and remote control functions, we recommend wearing the uDirect 2 around the neck. During calls your voice can only be picked up if the uDirect 2 is not covered by clothes.

Handheld remote control



To use the uDirect 2 as a remote control only, it can be held and operated in the hand. The neckloop must be removed in this case.

Under clothing



If you wear the uDirect 2 under clothing during phone calls, the external Unitron microphone “MC1” is needed (optional acccessory).

Managing multiple audio inputs to the uDirect 2

When an audio source is connected via the uDirect 2, your hearing aids will automatically switch to special programs.

Up to 4 automatic programs can be fine-tuned by your hearing healthcare professional.

It is possible to have multiple audio sources connected and in operation with the uDirect 2:

- Two Bluetooth devices (e.g., phone and uTV 2)
- One audio input (3.5 mm audio plug)
- One FM receiver

Spoken status indicators and the audio indicator light inform you about the connected inputs.

An audio source is considered as “connected” to the uDirect 2 if:

- The audio plug is inserted (with or without audio signal)

- An FM receiver is inserted and receiving an FM signal
- A Bluetooth music source is streaming music or paused
- A Bluetooth phone is paired and within reach

A phone call always has priority. You will hear the ringing indication even when listening to other audio sources via cable, Bluetooth or FM. If you reject or terminate the call, audio streaming will resume.

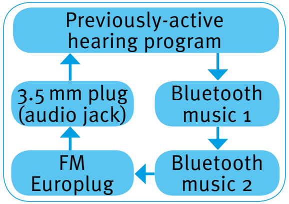
It is not possible to change hearing aid programs using the access (A) button as long as any audio source is connected to the uDirect 2.

Most Bluetooth phones connect to the uDirect 2 as a phone and a music player at the same time. If you want to listen to music, you must start the music via your phone; it cannot be started from the uDirect 2.

Selecting from multiple inputs using the uDirect 2

With only one audio source (e.g., from a Bluetooth transmitter), each press of the access (A) button will pause or resume the audio source.

Multiple sound sources can be accessed sequentially by pressing the access (A) button. After each press, the uDirect 2 selects the next connected source in a fixed sequence.



If a source is not connected, the uDirect 2 will skip over it and proceed to the next source.

After the last connected source in the sequence, streaming stops and your hearing aids will resume the previously-active hearing aid program, indicated by beeps.

Every connected audio source has a fixed place in the sequence, as shown in the diagram.

Briefly press the access (A) button until you reach your preferred audio source.

uDirect 2 will announce each active audio source as you go through the sequence with spoken notifications or beeps.

Pause streaming

To temporarily interrupt streaming, e.g., if someone wants to speak to you in person, briefly press the access (A) button on the uDirect 2 as many times as needed until you hear the beeps announcing the previously-active acoustic hearing aid program.

To resume streaming, briefly press the access (A) button until your preferred audio source is found.

ℹ Pressing the home (⌂) button will always select the startup programs of your hearing aids, regardless of the audio source sequence.

Stopping streaming

To stop audio streaming completely, stop the Bluetooth audio players and unplug the audio plug or the FM receiver.

Streaming interruptions

To avoid streaming interruptions, make sure you wear the uDirect 2 with the neckloop around your neck and keep the Bluetooth device within the operating range.

Situations where streaming may be interrupted:

If the uDirect 2 is too far away from the hearing aids while streaming, e.g., if you are not wearing the neckloop or if you have unplugged the neckloop cable.

If the hearing aids are not worn correctly, e.g., if they are not in an upright position.

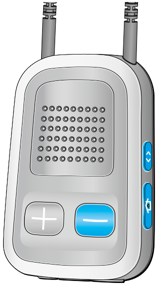
If the Bluetooth signal is out of range.

If the Bluetooth transmitter is affected by an obstacle, e.g., when carrying a cellular phone in the back pocket.

In these cases, your hearing aids will lose the audio signal. If this situation continues for more than approximately 5 seconds, they will automatically switch to the previously-active hearing aid program.

Resetting your uDirect 2

If, for some reason, the uDirect 2 becomes unresponsive:



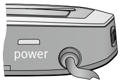
1. Slide the uDirect 2 power switch to the ON position.
2. Press and hold the (‹›), (⌂) and (–) button simultaneously for 2 seconds.
3. Slide the uDirect 2 power switch to the OFF position.
4. Wait for 5 seconds.

The uDirect 2 is now reset and will resume normal operation when switching ON again.

After resetting the Bluetooth pairings, the configuration status and the grouping to the hearing aids are kept.

Summary of indicator lights

The indicator lights provide helpful information as follows:



Power indicator

Charging	Solid red	▬
Charged and full battery	Solid green	▬
Switching ON	Green 2 seconds	▬
Switching OFF	Red 2 seconds*	● ● ● ▬
Battery above 20%	Blink green **	● ● ●
‹20% battery remaining	Short blink red**	• • •

* When switching the uDirect 2 OFF, the power indicator may blink red first while the uDirect 2 is properly disconnecting all Bluetooth devices.

** If the neckloop is not connected to the uDirect 2, the battery level is only shown during startup, charging and when a button is pressed.

After unplugging the neckloop the uDirect 2 enters power down mode after 2 minutes and the Power indicator goes off. Only the remote control functions can be used while the neckloop is unplugged.

Battery state

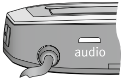
The color of the power indicator informs you about the uDirect 2 battery state.

The green power indicator indicates a battery level › 20%.

The red power indicator indicates a battery level ‹ 20%. Less than 1.5 hours streaming remain and the battery should be charged.

Audio indicator

The neckloop must be plugged in for any streaming.



Plug or FM streaming	Solid orange	▬
Bluetooth phone or music streaming	Solid blue	▬
1 Bluetooth device connected	Short blink blue	● ● ●
2 Bluetooth devices connected	Double-blink blue	●● ●● ●●
Bluetooth pairing	Very fast blue blinking	●●●●●●
Demo sound playing	Solid violet	▬

The Bluetooth pairing indication will be visible even if the neckloop is not plugged in.

During cable or FM streaming, the audio indicator will remain orange regardless of the Bluetooth connection state.

Introduction to Bluetooth

What is Bluetooth?

Bluetooth provides a way for devices like cellular or cordless phones, laptops and personal computers to communicate wirelessly.

Your uDirect 2 supports Bluetooth to allow audio to be wirelessly received from many different audio devices and transmitted to your hearing aids. For example, you can receive phone calls directly to your hearing aids or listen to a TV show via the uTV 2.

For further information about Bluetooth, visit www.bluetooth.org

What Bluetooth devices can I use with my uDirect 2?

First, check whether the device you wish to use is Bluetooth-enabled: Look for the following symbol on the device or in its user guide.

Bluetooth®

Second, the possible applications on a Bluetooth enabled device are defined by “profiles”. The device you wish to use with your uDirect 2 must support the appropriate Bluetooth profiles. These differ depending on what you want to do with your uDirect 2:

To receive phone calls your phone must support either the “Head Set” or “Hands Free” profile (HSP/HFP)

To listen to stereo music from your phone or PC, it must support the A2DP/“Stereo Headset” profile.

The Phone Book Access Profile (PBAP) enables use of caller identification.

Look for this information in your phone’s user guide.

Bluetooth device compatibility

If a problem occurs in the connection between your device and the uDirect 2, or if you are unsure about your device’s Bluetooth capabilities, please consult your device’s user guide or ask your dealer.

Bluetooth operating range

Your uDirect 2 supports Bluetooth Class 2 operation up to a range of 10 meters (30 ft).

When used with the uTV 2 for watching TV, the operation range is up to 30 meters (90 ft).

Line-of-sight between your uDirect 2 and other devices is not required. However, the following factors may affect the range achieved:

Interference with other devices in the environment may reduce the operating range.

The Bluetooth device with which you are connecting may only support a more limited range.

If your Bluetooth device moves out of range of your uDirect 2 and has an active audio connection, this connection first starts to be intermittent and will finally be terminated.

If the device is then moved back into range of your uDirect 2, it should resume streaming

to your hearing aids. If it doesn’t, switch the uDirect 2 OFF and after the red power indicator is off, switch the uDirect 2 back ON.

Using a Bluetooth device: pairing and connecting

If your device is Bluetooth-enabled and supports the appropriate profiles, it can communicate with the uDirect 2. To enable this communication complete these two simple procedures:

1. Pairing: The pairing procedure allows you to control which Bluetooth devices are permitted to communicate with each other. It needs to be completed only once for each device you wish to use with your uDirect 2.
2. Connecting: Once a device is allowed to communicate with the uDirect 2 (paired) the connection procedure makes sure the devices can exchange audio signals.

   The paired devices connect every time they are switched ON and are within reach of each other. This is indicated on the uDirect 2 by the blue blinking audio indicator.

Most Bluetooth devices perform the connection procedure automatically after pairing.

The pairing and the connecting procedures are described on the following pages.

Setting up Bluetooth

This section describes the pairing and connection procedure for Bluetooth devices.

Step-by-step: pairing a Bluetooth-enabled phone

It is only necessary to perform the pairing procedure once with each Bluetooth device. The pairing procedure is controlled by your phone.

Different phones have different menu structures. You should, therefore, refer to your phone's user guide or dealer support if you cannot complete the pairing procedure with the generic steps described here.

A maximum of 8 devices can be paired to the uDirect 2. Another pairing will replace the first device that was paired.

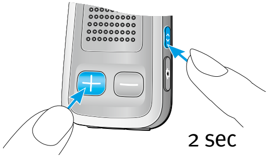
The uDirect 2 can support (connect) two phones at the same time but only one call at a time is possible.

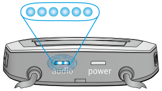
For more information about Bluetooth pairing instructions specific to some of the most popular manufacturers, go to:

www.unitron.com

1. Turn ON your uDirect 2 and the phone. Place them next to each other.
2. Locate the connectivity settings in your phone menu. Look for the Bluetooth feature.
3. On your phone, ensure that the Bluetooth feature is turned on.
4. On your phone, choose SEARCH to search for Bluetooth devices or audio enhancements.
5. To initiate the pairing process on your uDirect 2, press and hold the (‹›) and (+) buttons simultaneously for 2 seconds until

the audio indicator starts to rapidly blink blue.





6. Your uDirect 2 will remain in the pairing mode for two minutes or until pairing is completed.
7. Your phone should present a list of Bluetooth devices discovered. Select “Unitron uDirect 2” from this list.
8. Your phone may then ask you to enter a passcode. If so, enter “0000” (four zeros). Some phones may ask which Bluetooth service you want to enable. Select “Headset” or, if available, “Stereo Headset”.
9. Your uDirect 2 should now be paired to your phone and the audio indicator will stop blinking.

The pairing process is independent of the neckloop (it does not need to be plugged in).

It may be necessary to redo the pairing if your phone’s firmware was updated.

How to connect to a phone

Once your phone and uDirect 2 are paired (see Pairing a Bluetooth-enabled phone), the phone needs to be ‘connected’ to your uDirect 2 before it will actually send audio signals to it.

This function should also appear in your phone’s Bluetooth menu.

1. Ensure that the uDirect 2 is turned ON and the neckloop is plugged in and worn correctly.
2. Locate the Bluetooth section in your phone menu and select list of “paired devices”.
3. Locate and highlight your uDirect 2 and select “Connect”.
4. Confirmation of successful connection is indicated on the uDirect 2 by the audio indicator blinking blue. Additionally a headset symbol (🎧) may appear on the main screen of your phone.

ⓘ The connection between your uDirect 2 and your phone will be maintained as long as the two devices remain on and are within range of each other. If either device is switched off or moves out of range, you may need to repeat the connection procedure.

ⓘ Some phones may perform the connection procedure automatically after pairing. We recommend selecting "Yes" when prompted to allow this device to connect automatically once the pairing is completed.

Please consult your phone's user guide in the case where a manual connection is necessary.

Pairing with other external Bluetooth devices

If you want to use your uDirect 2 to listen to music from your stereo system you may use an external Bluetooth transmitter. The uDirect 2 can also be used with a Bluetooth-enabled landline phone.

ⓘ The pairing procedure for other Bluetooth devices is controlled by the device with which you are attempting to pair. The procedure for pairing may vary for each device. Please refer to the device's user guide or dealer support if you cannot complete the pairing procedure with the generic steps described below.

1. Turn ON both your uDirect 2 and the other device.
2. Place them next to each other.
3. Set your device into Bluetooth pairing mode.
4. Initiate the pairing process on your uDirect 2 by simultaneously pressing the (‹›) and (+) buttons for 2 seconds until the audio indicator is rapidly blinking blue.
5. Your uDirect 2 will remain in the pairing mode for two minutes or until the pairing is completed.
6. If a passcode is required, enter "0000" (four zeros).

After pairing, wait until the devices have completed connection.

Confirmation of successful connection is indicated on the uDirect 2 by the audio indicator shortly blinking blue. A double-blink indicates that two devices are connected to uDirect 2.

Deleting the pairing of Bluetooth devices

If you encounter issues with one of the paired devices, or if a device stops connecting to your uDirect 2, you may consider deleting the pairing of devices to the uDirect 2.

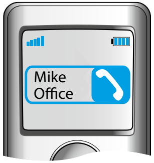
1. Turn ON your uDirect 2.
2. Press and hold the (‹›) and (+) buttons for 10 seconds until the blue rapid blinking audio indicator stops.

Deleting the pairing of Bluetooth devices removes the ability to connect to these devices. You will need to perform the pairing process again if you wish to reconnect.

Caller identification: spoken caller names

The uDirect 2 may be able to tell you the name of the caller.

If your phone supports Phone Book Access (PBA) or Phone Book Access Profile (PBAP), the uDirect 2 will try to access information about the caller every time the phone rings.



As the phone rings, the displayed information is transferred to the uDirect 2 and spoken through your hearing aids as follows:

The stored name in your phone’s phonebook. In the example, you will hear “Mike Office”.

The number if the name is not known.

To make sure the pronunciation is correct your hearing healthcare professional can configure the language settings of your uDirect 2.

The phonebook is not downloaded to the uDirect 2. This way, uDirect 2 can also support the use of different phones.

Please consult your phone’s user guide or the phone dealer to check whether this feature is supported by your phone.

ℹ Some hearing aid models do not support caller identification.

ℹ Caller identification must be enabled by your hearing healthcare professional.

Spoken notifications

Spoken notifications inform you about the different operation modes and status of the uDirect 2 using text-to-speech.

Your hearing healthcare professional can configure the language setting as well as which notifications are spoken.

Warnings only: Spoken information about a low uDirect 2 battery and during the Bluetooth pairing process.

Standard: Additional notifications about switching uDirect 2 ON or OFF, starting or ending charging during streaming, input channel confirmation and FM announcements.

Detailed: Additional information about starting or ending charging even if no streaming source is active, external microphone connection, Bluetooth device connect or disconnect and transfer or hold a call.

ℹ Caller identification is independent of the spoken notifications level.

ℹ Some hearing aid models do not support spoken notifications.

ℹ Spoken notifications must be enabled by your hearing healthcare professional.

Troubleshooting guide

Most probable cause	Remedy
During Bluetooth pairing my other device is prompting for a code, what do I have to enter?	
The pairing code is required for the initial coupling of uDirect 2 with your Bluetooth device (pairing)	The uDirect 2 pairing code is “0000” (four zeros)
I hear intermittency during audio streaming via uDirect 2	
The Bluetooth device is too far away, or worn in a back pocket (body shielding)	Do not to exceed the maximum distance and keep Bluetooth devices in front of you
uDirect 2 searches for known devices for 2 min after switching on	After 2 minutes, uDirect 2 will stop searching and the intermittency will stop
A phone connected to other devices, such as a PC, may not be able to continuously stream music	When using your Bluetooth phone as music player, disconnect it from other devices, such as PCs

Most probable cause	Remedy
The volume of the music is too loud or too quiet. The volume of phone conversations is not comfortable (too low or too high)	
Different audio sources have different outputs	Reduce the hearing aid volume by pressing the (–) button. If the sound volume over the phone (or music) is too low after this reduction use the phone volume button to increase the volume
The caller can hear me but I cannot hear the caller	
The call was transferred to your phone	Make sure the call is transferred back to uDirect 2 via the phone menu or long press of (A) button
uDirect 2 is no longer recognized by the phone or other Bluetooth device to which it was previously paired	
2 minutes after no device was found, uDirect 2 stops seeking devices to save power	Switch uDirect 2 OFF, wait until the red indicator switched off, then turn device ON again
The devices are too far away from each other	Bring devices within 1 meter of each other and try again

Most probable cause	Remedy
uDirect 2 can be paired to a maximum of 8 different Bluetooth devices. If the internal memory is full, new pairings may overwrite previous pairings	Repeat the pairing between uDirect 2 and the Bluetooth device which was over-written
Pairing was deleted	Repeat the pairing between uDirect 2 and the Bluetooth device which was deleted
I am not streaming but the hearing aids keeps switching between the Bluetooth and the normal hearing aid program	
Your phone sends sounds to uDirect 2 due to incoming SMS or mails	Disable the system sounds for reminders, alarms, SMS, etc. via your phone menu
Phone key tones are switched on	Switch off phone key tones via your phone menu
I hear my phone's key-press tones in my hearing aids	
The key-press tones may be enabled on your phone	Deactivate key-press and confirmation tones on your phone. Please refer to the phone's user guide

Most probable cause	Remedy
Every time I switch on my phone, the music player starts	
For some phones this is normal behavior and not initiated by uDirect 2	Some phones can be configured not to start the music player automatically Stop the music player via phone menu after the phone is connected
When I get into my car, the uDirect 2 connection to my phone shows unexpected behavior	
The car Bluetooth system connects to your phone	Consider disconnecting the car system from your phone
I accepted the incoming phone call but cannot hear the call in my hearing aids	
Some phones don't use uDirect 2 when accepting the call through the phone button	Always accept the call by pressing the uDirect 2 access (A) button

Most probable cause	Remedy
The phone is ringing but the audio indicator is NOT solid blue and there is no ringing signal through the hearing aids	
Bluetooth is disabled in the phone	Ensure Bluetooth is enabled according to your phone’s user guide
uDirect 2 and your phone are not connected to each other	1. Disable the Bluetooth functionality in your phone and turn it on again 2. Restart uDirect 2 by switching it OFF and then ON. The uDirect 2 Bluetooth functionality will be automatically reactivated 3. Activate uDirect 2 by selecting it in the phone’s “Active device” menu 4. Reduce the distance between uDirect 2 and the phone
uDirect 2 is not paired to the phone	Follow the pairing process in this guide
The distance is too great between uDirect 2 and the phone	Wear uDirect 2 around your neck. Keep distance to phone within <5m (15ft)

Most probable cause	Remedy
The phone is ringing, the audio indicator is solid blue but there is no ringing signal through the hearing aids	
uDirect 2 is out of range of the hearing aids	Wear uDirect 2 correctly around your neck with both neckloop plugs firmly plugged in
Phone is set to vibrate	Enable ring tone on phone
If you are already on a phone call, then a second call cannot be recognized	Hang up the first phone call, then accept the second call

My phone rings but the name of the caller is not being spoken by uDirect 2	
The caller identification feature is not available or not enabled on your phone	Please refer to the phone’s user guide to check the availability of this feature
Two phones are connected to your uDirect 2	If two phones are connected, caller identification is only available on the phone that was last paired to uDirect 2
Caller identification may be switched off	Please ask your hearing healthcare professional to enable caller identification on your uDirect 2

Most probable cause	Remedy
During a phone call the other party reports difficulties hearing me	
uDirect 2 microphone openings may be covered	Make sure the microphone openings are not covered by part of your body, clothing or dirt and debris
uDirect 2 may not be worn correctly	Do not turn uDirect 2 sideways and make sure the neckloop plugs point towards your mouth as you speak
uDirect 2 may rub against clothing	Reduce movement while you speak, or consider using the external microphone (optional)
The surrounding noise may be too loud	Although uDirect 2 features noise reduction technologies, very noisy environments should be avoided. Suggest to your callers that they increase the phone volume
uDirect 2 is unresponsive or does not show any indicator when switching ON	
uDirect 2 may be completely discharged	Charge your uDirect 2 for at least 1 hour

Most probable cause	Remedy
It may indicate a software problem	Unplug any connectors from uDirect 2. Switch uDirect 2 OFF and ON again. Consider resetting uDirect 2
The operating time of your uDirect 2 is reduced substantially	
The battery typically needs several charging cycles to achieve full performance	Charge for at least 3 hours the first time you charge uDirect 2. Let a new uDirect 2 discharge completely three times

For any problems not listed in this user guide, please contact your hearing healthcare professional.

Warnings

Please read the information on the following pages before using your Unitron uDirect 2.

Hazard warnings

⚠ Keep this device out of reach of children under 3 years.

⚠ Persons using medical devices such as pacemakers are not permitted to use this device.

⚠ Do not wear uDirect 2 around the neck while it is connected to any programming equipment.

⚠ Make sure to always remove both plugs of the neckloop and other cables when using the uDirect 2 as a handheld remote control.

⚠ Opening the uDirect 2 might damage it. If problems occur which cannot be resolved by following the remedy guidelines in the troubleshooting section of this user guide, consult your hearing healthcare professional.

⚠ The uDirect 2 may only be repaired by an authorized service center. Changes or modifications to the device that were not explicitly approved by Unitron are not permitted.

⚠ The battery may only be replaced by authorized personnel.

⚠ Dispose of electrical components in accordance with your local regulations.

⚠ Do not use your uDirect 2 in areas where electronic equipment is prohibited.

⚠ External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards.

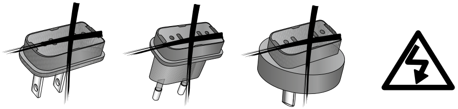
⚠ Only use accessories approved by Unitron.

⚠ Using your uDirect 2 cables in any way contradictory to their intended purpose (e.g., wearing the USB cable around the neck) can cause injury.

⚠ When operating machinery, ensure that no parts get caught in the machine.

⚠ The mini-USB port is to be used for the described purpose only.

⚠ Caution: electric shock. Do not insert plug alone into electrical outlets.



Information on product safety

ℹ Protect the uDirect 2 from excessive moisture (bathing, swimming), heat (radiator, car dashboard), and direct skin contact when sweating (workout, fitness, sports).

ℹ X-ray radiation, CT or MRI scans may destroy or adversely affect the correct functioning of the uDirect 2.

ℹ Protect the uDirect 2 from excessive shock and vibration.

ℹ Do not use excessive force when connecting your uDirect 2 to the different cables.

ℹ Protect all openings (microphones, antenna, audio, FM and charger) from dirt and debris.

ℹ Never use a microwave or other heating devices to dry the uDirect 2.

ℹ Clean the uDirect 2 using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean the uDirect 2.

ℹ The digitally-coded, inductive transmission technology used in the uDirect 2 is highly reliable and experiences virtually no interference from other devices. It should be noted, however, that when operating the hearing system near computer equipment, larger electronic installation or other strong electromagnetic fields, it may be necessary to be at least 60 cm (24”) away from the interfering device to ensure proper operation.

Do not disconnect the neckloop while the uDirect 2 is transmitting signals to your hearing aids.

For safety reasons, recharge the uDirect 2 only with chargers supplied by Unitron or with USB-certified chargers >500 mA.

Do not connect an USB or audio cable exceeding 3 meters (9ft) in length to the uDirect 2.

When the uDirect 2 is not in use, turn it OFF and store it safely.

Other important information

High-powered electronic equipment, larger electronic installations and metallic structures may impair and significantly reduce the operating range.

If the hearing aids do not respond to the uDirect 2 because of an unusual field disturbance, move away from the disturbing field.

Your hearing aids and uDirect 2 are given a unique communication code during the fitting. This ensures that the device will not affect hearing aids worn by others.

When using an FM transmitter, be aware that radio signals might also be picked up and overheard by other receivers.

Compliance information

Declaration of Conformity

Hereby Unitron declares that this Unitron product is in compliance with the essential requirements of the Medical Devices Directive 93/42/EEC as well as the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC. The full text of the Declaration of Conformity can be obtained from the manufacturer or the local Unitron representative whose address can be taken from the list on www.unitron.com (worldwide locations).

Notice 1:

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

1) this device may not cause harmful interference, and
2) this device must accept any interference received, including interference that may cause undesired operation.

Notice 2:

Changes or modifications made to this device not expressly approved by Unitron may void the FCC authorization to operate this device.

Notice 3:

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the device and receiver.
Connect the device into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

The CE symbol is confirmation by Unitron that this Unitron product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the R&TTE Directive 1999/5/EC on radio and telecommunications equipment.

This symbol indicates that the products described in these user instructions adhere to the requirements for an application part of Type BF of EN 60601-1. The surface of the device is specified as applied part of Type B.

Operating conditions:

This device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.

0° to 45° Celsius and relative humidity of ‹95% (non condensing).

Transport and storage conditions:

During transport or storage, the temperature should not exceed the limit values of –20°/60° Celsius and relative humidity of 90% for a long period of time. The air pressure between 500 and 1100 hPa is appropriate.

The symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste.

Please dispose of old or unused device, at waste disposal sites intended for electronic waste, or give your device to your hearing care professional for disposal. Proper disposal protects the environment and health.

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Australian EMC and Radiocommunications compliance label

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